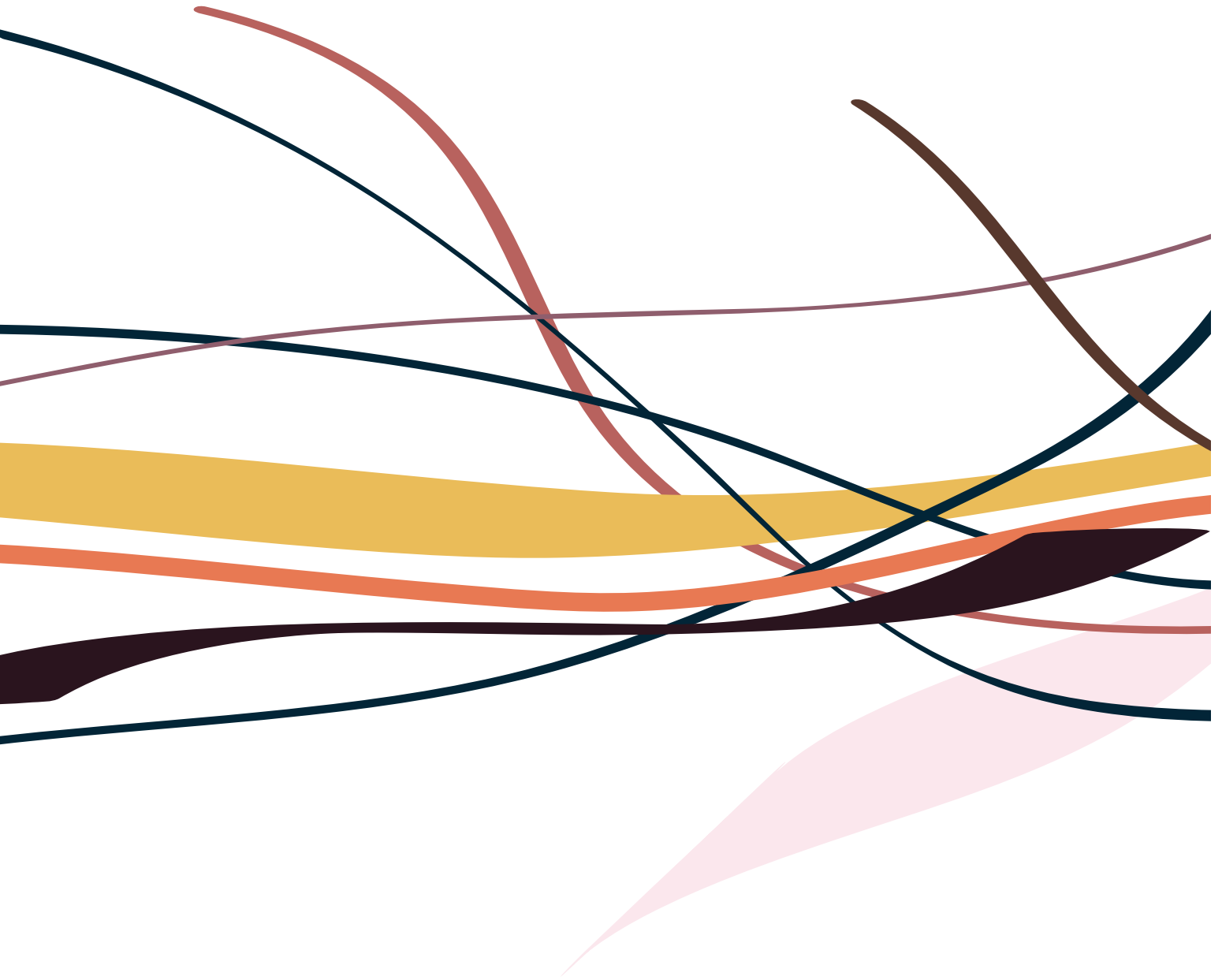


North Carolina Department of Transportation

2011 ANNUAL PERFORMANCE REPORT



MESSAGE FROM THE SECRETARY AND BOARD OF TRANSPORTATION

Dear North Carolinian:

Moving goods and people across this great state safely and easily requires planning, coordination and a shared vision. This past year, NCDOT has worked hard to plan for our future and coordinate with our partners and stakeholders to reach our shared vision—a 21st century transportation system that ensures that all North Carolinians have access to jobs, education, medical care and the thousands of destinations that enhance the overall quality of our lives.

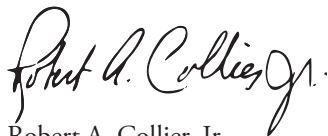
Governor Bev Perdue's top priority has been creating and maintaining jobs in our state, and transportation continues to play a key role in making that happen. Every dollar invested in transportation equates to six dollars in economic return. Finding new ways to accelerate funding of projects, therefore, has been a key component of our overall strategy. With limited dollars available, every project must be evaluated and ranked appropriately. This allows NCDOT to fund the most critical projects first and provide accurate and reliable dates for future projects, so that private industry can plan and residents know what to expect in their communities.

We have seen great success this year. We have moved forward on major projects that were at a stand-still for years, such as replacing the Bonner Bridge on the coast and the Yadkin River Bridge in the Piedmont. We have moved forward with rail safety projects, awarded critical grants to regional airports and worked closely with communities to provide transit services, and pedestrian and bike paths.

NCDOT has tightened its belt and searched for new ways to get the job done with less. We are proud of what we have accomplished and we will continue to challenge everyone at NCDOT, as well as our partners, to continue to think creatively and to look for new ways to improve transportation. All the while, we will define the expectations of our team and evaluate our efforts so that we are constantly improving.

This document is our annual report card to the citizens, reflecting NCDOT's commitment to be transparent and accountable for our performance. You will find in these pages a detailed scorecard showing our performance targets for fiscal year 2011 and how we measured up on those expectations. In most areas we succeeded; where we did not, we explain why and set forth how we intend to improve performance in the future.

Sincerely,



Robert A. Collier, Jr.
Chairman
North Carolina Board of Transportation



Eugene A. Conti, Jr.
Secretary
North Carolina Department of Transportation

OUR MISSION

Connecting people and places
in North Carolina—safely and
efficiently, with accountability
and environmental sensitivity.

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Supporting material, including background information, definitions and rationale on the performance scorecard, is available at www.ncdot.gov/performance.

Information in this report is based on State Fiscal Year (SFY) 2011, which covers the time period of July 1, 2010 to June 30, 2011, unless otherwise noted.

ABOUT OUR DEPARTMENT

The N.C. Department of Transportation is responsible for all modes of transportation in North Carolina, including: highways, rail, aviation, ferries, public transit, and bicycle and pedestrian transportation. It also includes the state's Division of Motor Vehicles; Turnpike Authority, charged with overseeing toll roads in North Carolina; and the Governor's Highway Safety Program, which aims to promote highway safety awareness and reduce highway crashes and fatalities. The N.C. State Ports Authority and N.C. Global TransPark report to NCDOT as of July 1, 2011.

The Department's operations are led by the Secretary of Transportation, a member of the governor's cabinet, and a Chief Operating Officer (COO), who is responsible for the day-to-day operations of the Department. A 19-member Board of Transportation is the Department's governing body and is responsible for overseeing the transportation policy-making process and monitoring performance of the agency.

Over the past several years, NCDOT has focused on becoming a performance-based organization with a strategic, data-driven, decision-making process that is transparent and accountable. This "policy-to-projects" approach ensures that politics do not determine transportation priorities and aligns the Department's operations with its overall mission and goals.

NCDOT System Overview

- NCDOT maintains about 80,000 miles of highway statewide, the largest state-maintained system in the United States next to Texas. It includes nearly 15,000 miles of primary highways (US and NC routes) and nearly 65,000 miles of secondary roads.
- NCDOT maintains 13,531 bridges.
- The Department's Ferry Division operates the nation's second largest ferry system and the largest on the East Coast, with 20 ferries that serve seven routes.
- Railroads in North Carolina operate nearly 3,300 miles of track. North Carolina's Amtrak has six trains daily that provide service to Charlotte, Greensboro, Raleigh and nine other North Carolina cities.
- North Carolina has 72 publicly owned airports and nearly 300 privately owned airports, heliports and other landing areas. Nine commercial airports have regularly scheduled service.
- North Carolina's Adopt-A-Highway Program is one of the largest of its kind in the nation. Nearly 12,000 miles of state-maintained roadsides have been adopted by nearly 5,900 volunteer groups, saving taxpayers more than \$6 million in annual clean-up costs.
- Public Transportation systems provide transportation options to residents in all 100 counties in North Carolina.
- DMV has 112 driver license offices, 121 license plate agencies and two registration offices that serve the state's 6 million licensed drivers and owners of the 8.7 million vehicles registered in North Carolina.

FINANCIAL SNAPSHOT

Receipts

State	\$2,790,453,048
Federal	\$1,023,460,072
Federal Stimulus	\$303,429,927
Local	\$35,381,036
Grants	\$62,503,220
Debt: GARVEE	\$165,224,582
Debt: NCTA	\$314,326,017

Total	\$4,694,777,902
--------------	------------------------

Forecast	\$5,181,406,142
Variance	\$(486,628,240)
Variance %	-9.4%
Variance % excluding NCTA	-.23%

Expenses

Construction	\$1,676,944,637
Construction Stimulus	\$302,561,217
Construction: NCTA	\$271,397,225
Maintenance	\$1,026,102,955
Transit	\$204,211,974
Transit Stimulus	\$23,295,211
Debt Service	\$166,257,408
Finance Cost: NCTA	\$37,869,328
Admin	\$248,193,136
Admin: NCTA	\$2,089,552
Agency Transfers	\$362,418,338
State Aid Municipalities	\$134,288,958
Other	\$25,658,534

Total	\$4,481,288,473
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Forecast	\$5,323,719,078
Variance	\$(842,430,605)
Variance %	-15.8%
Variance % excluding NCTA	-6.61%

Agency Transfers*

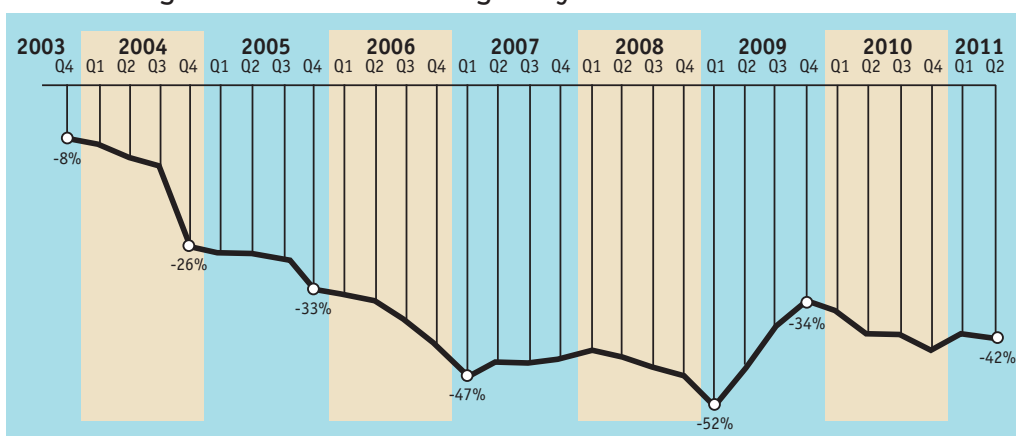
General Fund	\$72,894,864
Highway Patrol	\$176,557,822
Public Instruction	\$54,679,783
Other Agencies	\$58,285,869

Total	\$362,418,338
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*GAP Funding to NCTA from Highway Trust Fund:

Triangle Expressway:	\$25,000,000
Monroe Connector:	\$24,000,000

Purchasing Power of NCDOT Highway Construction Dollars



KEY ACCOMPLISHMENTS

Fiscal Year 2010–11 brought continuing financial challenges. However, the Department still made significant progress in its efforts to meet North Carolina's ever-growing transportation needs and provide infrastructure improvements of enduring quality, while striving to accomplish its five main goals:

Make our transportation network **safer**.

- Closed or improved more than 97 rail-highway at-grade crossings with lights, bells and gates to eliminate crossing safety hazards.
- Widened more than 1,530 miles of highway shoulders, improving safety by reducing pavement drop-offs and also better accommodating bicyclists.
- Led the 2011 Bicycle and Pedestrian Safety Summit, a statewide public involvement effort to identify problems and prioritize solutions specific to bicycle and pedestrian safety. The effort included a survey that generated 16,000 responses and a series of roundtables held across the state, which guided the development of strategies to address the challenges identified.
- Removed 9,205 impaired drivers from the state's roads through campaigns sponsored by the Governor's Highway Safety Program.
- Implemented security measures across the Ferry Division, which included extensive training for personnel and the purchase of explosives scanning equipment as well as watercraft and side-scan sonar to search for underwater threats.
- Completed or began construction on about 25 directional crossovers at intersections across the state. The Department has seen a 37 percent reduction in crashes at intersections where crossovers have previously been installed.
- Began using a new paving technique called the Safety Edge aimed at keeping drivers safer, while also making the roadway shoulders last longer.

Make our transportation network move people and goods **more efficiently**.

- Began service of the Queen City Connector and Mountaineer North/South intercity bus routes.
- Awarded a contract for Phase 2 of the I-85 Corridor Improvement Project in Davidson and Rowan counties, which includes widening nearly four miles of the interstate. This is the first project to receive money through the Mobility Fund, created by Gov. Perdue to fund projects of regional and statewide significance.
- Developed project selection criteria for the Mobility Fund based on input from stakeholders and the public. The N.C. Board of Transportation also approved these criteria.
- Completed projects such as widening 1-40 in Wake County that increased mobility and travel time savings.

Make our infrastructure **last longer**.

- Improved the condition of nearly 4,231 miles of highway across the state through contract resurfacing and chip-seal surface treatments.
- Replaced 123 substandard or deficient bridges across the state.

Make our organization a place that **works well**.

- Increased the use of warm-mix asphalt to 550,000 tons. Warm-mix asphalt can be produced at lower temperatures, reducing the amount of fuel required for the production process. Benefits include a cost savings of at least 40 cents per ton and an extended paving season.
- The Board of Transportation approved the Department's first 10-Year Program and Resource Plan, which is part of the larger Policy-to-Projects Program designed to take politics out of transportation decision-making.
- Sixty-nine percent (\$2.8 billion) of NCDOT's total \$4.03 billion budget was distributed or expended externally from the agency on construction and maintenance contracts—both State Transportation Improvement Program (STIP) and non-STIP—grants to other entities, materials, equipment and supply purchases, Private Engineering Firm (PEF) costs, right-of-way purchases, and all other costs. Of the \$240 million available for preliminary engineering work, about 40% was paid to PEFs to complete preliminary engineering work.
- Reduced fuel consumption in vehicles and equipment by 17%, saving taxpayer dollars.
- Completed construction and put into operation a state-of-the-art wastewater treatment system at the ferry terminal on southern Ocracoke Island. This system supports both the Ferry Division and the National Park Service Welcome Centers, maintains a small ground-level footprint and minimizes environmental impacts on the island's ecosystem.
- Achieved Maintenance of Effort, which allowed the Department to receive \$40.5 million in federal money that it would not have received otherwise.
- Instituted a new paint thinner recycling system at the NCDOT State Marine Shipyard. The \$10,000 Solvent Reclamation System paid for itself within two months. This system also helped the shipyard qualify as a "Small Quantity Generator" with the N.C. Department of Environment and Natural Resources.
- Awarded about \$3 billion in design-build contracts from 2001 to June 30, 2011.
- Achieved a nearly 10% increase in the equipment utilization rate since the Department began tracking it in September 2010.
- Implemented a Low Impact Bridge Program that reduces delivery time from five years to about two years on bridges that are typically small in size and replaced within the same environmental footprint.

Make our organization a **great place to work**.

- Established the Legacy Leadership program, which will begin as a pilot in January 2012. The pilot will focus on leading at the executive level, since a workforce analysis showed the likelihood of significant turnover at the senior staff level over the next several years.
- Launched the Career Tracks Pilot to all transportation supervisors and Division of Motor Vehicles sworn law enforcement personnel. This is a voluntary program in which participants are assigned a career coach to work with on a one-on-one basis for professional development.

SERVING NORTH CAROLINIANS

NCDOT is dedicated to serving travelers throughout North Carolina by providing a modern transportation infrastructure, cutting-edge communication about our operations and activities, and services that enhance safety and improve quality of life.

Citizens Served

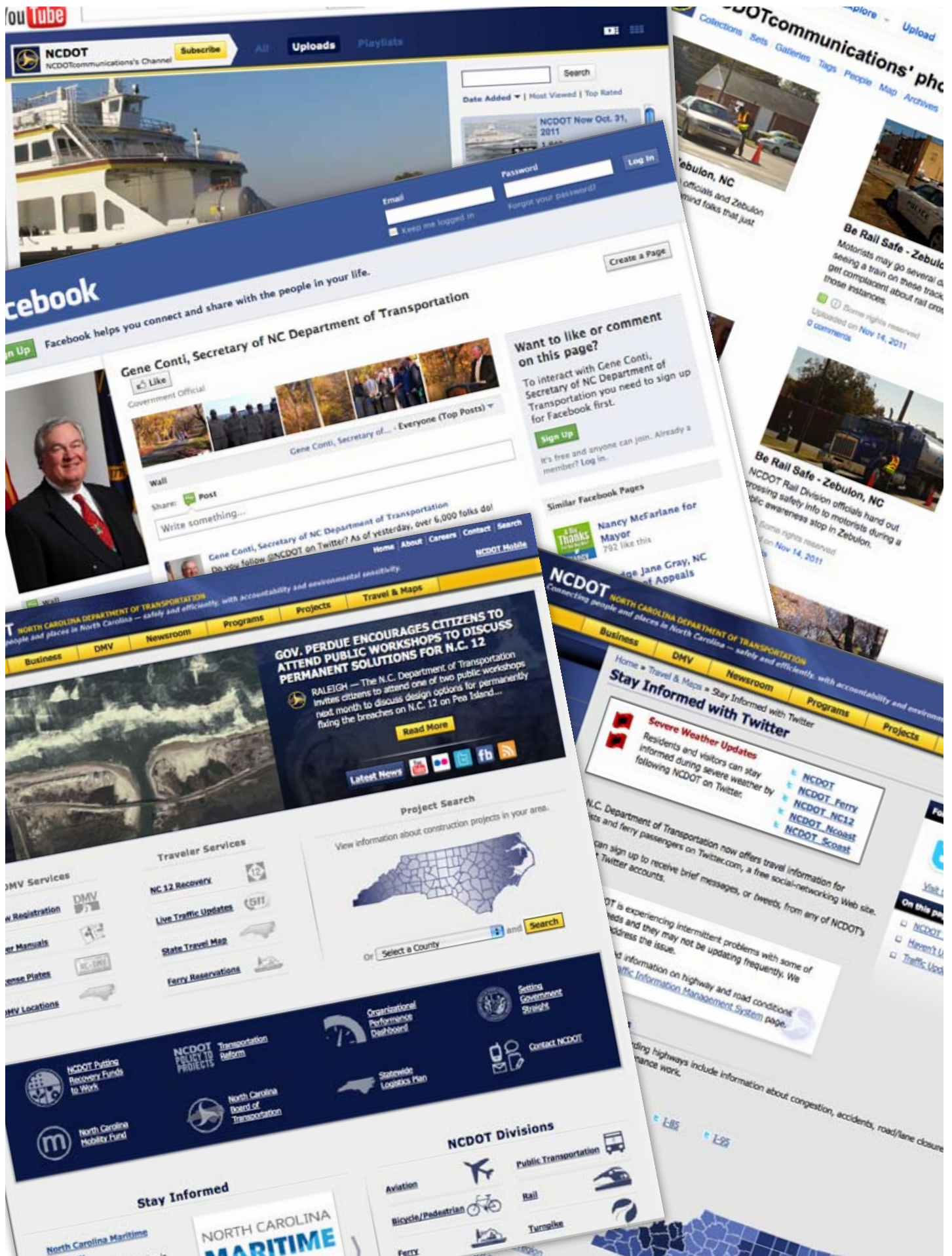
- More than 9,600 driver licenses, ID cards and motorcycle permits were issued daily through DMV.
- DMV's Call Center and NCDOT's Customer Service Office together served nearly 1.4 million customers.
- Motorists travel more than 1 billion vehicle miles in North Carolina annually.
- Local and regional transit systems in the state carried nearly 73 million passengers.
- The state's ferries carried more than 2.1 million passengers.
- More than 47 million air passengers fly to and from North Carolina, and more than 800 million pounds of air freight are exported annually.

Citizens Reached

- NCDOT's website, www.ncdot.gov, received approximately 43.6 million views in 2011, up by more than 50% from the previous year.
- NCDOT has created 23 Twitter feeds that provide information regarding NCDOT activities to 20,914 followers.
- The Department hosts six Facebook pages with 1,578 followers.
- NCDOT's Flickr site, featuring photos of Department events and activities, had 1,843,695 views.
- The Department's YouTube site had 264,091 views.

Citizens Helped

- NCDOT's Incident Management Assistance Patrol (IMAP) makes more than 67,000 stops each year to assist disabled motorists and keep traffic moving in congested urban areas.
- About 650 live traffic cameras and more than 200 speed sensors provide a real-time look at traffic along major routes across the state.
- NCDOT operates more than 200 variable message boards to advise motorists of travel conditions along major highways.
- More than 80,000 callers accessed real-time statewide travel information by calling North Carolina's "511" telephone traveler information system.



INNOVATIVE FINANCE AND COST-SAVING TOOLS

NCDOT continues to do more with less and has placed increasing emphasis on the use of alternative financing tools to expedite the completion of transportation projects and make them more cost effective.

Innovative financing and cost-saving options utilized by NCDOT include:

GARVEE Bonds

Grant Anticipation Revenue, or GARVEE, bonds allow the Department to borrow against future federal funding to pay for improvements of statewide significance, helping complete projects sooner and reducing inflation-related costs. To date, the Department has realized net inflation-related savings of more than \$518 million.

These bonds are being used to cover at least a portion of expenses on 13 projects, including the completion of I-485 in Charlotte; widening I-85 in Mecklenburg, Davidson and Rowan counties; replacing the Bonner Bridge on N.C. 12 in Dare County; and widening I-40 in Wake County. Since the I-40 project was completed, drivers have seen an average travel time savings of 11 minutes during peak travel times. For the first time, GARVEE bonds also will be used for toll road financing. By using GARVEE bonds in the Monroe Connector/Bypass plan of finance, debt service over the life of the project will be reduced, resulting in more than \$650 million in savings.

Design-Build

The design-build method allows a single team to simultaneously complete both design and construction of a project. The system expedites completion time, often resulting in cost savings due to project innovations and avoidance of inflation-related costs. Low bids received on all design-build projects to date are about 28% below NCDOT's total estimates. Additionally, innovations have cut an average three to six years off design-build projects.

Examples of savings:

- On I-485, the I-485/I-85 interchange and I-85 widening in Charlotte, about \$140 million was saved mostly from the use of innovative interchange designs—including turbine and diverging diamonds being used for the first time in North Carolina—and innovative construction methods. The turbine interchange, one of only a few in the United States, accounts for a savings of \$40 million.
- The contract for Phase 2 of the I-85 Corridor Improvement Project was about 50% less than estimates, thanks to innovations in construction techniques and approaches to traffic control.

Design-Build-Finance

NCDOT awarded the second of two design-build-finance projects that will complete I-485 and improve an interchange between I-485 and I-85 in Charlotte. Used for the first time in North Carolina on these projects, this method adds a financing component to design-build, allowing the contractor to accept an extended payment schedule and secure funds, if necessary, to finance a portion of the project. The contract was \$8.6 million less than anticipated and the project will be completed years ahead of schedule.

Toll Roads

Bids for the design-build contract for the Monroe Connector/Bypass were \$98 million under the engineer's estimate. Project financing also began with the issuance of Build America Bonds and will be completed using state appropriation funds and GARVEE bonds.

Public-Private Partnerships (P3)

- Began contract negotiations for a Public-Private Partnership with Currituck Development Group to design, build, finance, operate and maintain the Mid-Currituck Bridge in the Outer Banks.
- The I-77 High Occupancy Vehicle (HOV) to High Occupancy Toll (HOT) lane project was selected for financing through the federal Transportation Infrastructure Finance and Innovation Act, called TIFIA. This project is currently being studied as a potential P3 candidate and will include the conversion/expansion of existing HOV lanes into HOT lanes. The objective is to solicit competitive requests for proposals from potential concessionaires on the first viable segment(s) of the I-77 project in 2012.
- Issued a Request for Proposals for the Sponsor-A-Highway litter removal plan, a partnership with the private sector to help clean the state's highways and save taxpayer money at the same time. One or more private companies will manage sponsored roadside litter removal along Interstate 95 in its entirety through North Carolina and I-40 from the Orange-Durham County line east to the end of the interstate in New Hanover County. Businesses, organizations and individuals can sign contracts with the service provider(s) in order to sponsor cleanup of a one-mile segment of roadway. In exchange, the sponsor will be acknowledged for its stewardship on the Sponsor-A-Highway program sign.

Efficiencies

- Completed the relocation of three business units out of leased space, which will result in a total savings of \$964,000 in lease payments.
- Completed 29 Value Engineering Studies, resulting in potential project savings of approximately \$53 million. The Value Management Program Team provides design recommendations focused on more effectively using taxpayer dollars and adding value to projects. These recommendations also focus on balancing project scheduling, improving infrastructure performance, maintaining environmental awareness and ensuring safety.

OUR VALUES

Safety

We strive for safety throughout our transportation networks as well as in our work and our daily lives.

Customer Service

We respond to our customers, both internal and external, in an open, professional and timely manner.

Integrity

We earn and maintain trust by responsibly managing the state's assets, acting ethically, and holding ourselves accountable for our actions.

Diversity

We draw strength from our differences and work together in a spirit of teamwork and mutual respect.

Quality

We pursue excellence in delivering our projects, programs, services and initiatives.

ABOUT OUR PERFORMANCE METRICS

NCDOT is a results-based performance organization, moving away from subjective influences on decision-making. The agency measures performance based on expected results, to be more transparent and more accountable for what we promise. Performance accountability starts at the top of the organization (Office of the Secretary) and cascades down to all other employees. All functions within the agency must work together efficiently and effectively to ensure delivery of our programs, projects and services on schedule and within budget.

NCDOT's five key goals express our commitment to safety, mobility, infrastructure preservation, delivery and employee satisfaction. We have identified 24 performance measures to gauge our success in meeting these goals. In state fiscal year 2010–2011, we met or exceeded 17 measures and did not meet six. We did not have results for one of these performance measures.

In the following pages, our Performance Scorecard reports the results in each area as compared to numerical performance targets. Included with each section is an explanation of where we did not meet annual expectations, why we did not, and what we are doing as a Department to improve performance in these areas.

If results are not achieved, the appropriate agency head is expected to identify causes and improve results. Our detailed performance metrics for SFY 2011–2012 are included in the “Looking to the Future” section of this report.

Furthermore, the Department has a web-based Performance Dashboard reporting our performance on key success goals. The Dashboard is continually updated to display the most recent results of our organizational performance measures. Both the Dashboard and performance measures can be found on our website at www.ncdot.gov/performance.



This image is a snapshot of the Department's Performance Dashboard. Results may not be comparative to the final results in the report.

PERFORMANCE SCORECARD

Met or Exceeded Target
 Within 5% of Target
 Below Target

Goal	Defined Performance Measure	SFY2010 Result	SFY2011 Target	FY2011 Result
<i>Safety:</i> Make our transportation network safer	Statewide network crash rate ¹	223.47	235 or less	233 ¹
	Statewide network fatality rate ¹	1.24	1.66 or less	1.25 ¹
	Percentage of surveyed North Carolina drivers using a safety belt ²	89.7%	90.0% or greater	89.5% ²
<i>Mobility:</i> Make our transportation network move people and goods more efficiently	Average statewide accident duration time	69.5 min.	75 min. or less	66 min.
	Travel time index of surveyed interstates ⁶	new measure ⁵	1.35 or less	1.02 ⁶
	Percentage of planned ferry runs completed as scheduled	97%	95% or greater	98%
	Rail service customer satisfaction index	new measure ⁵	87% or greater	87%
	Percentage reduction in expected growth of commuter generated vehicle miles traveled since year 2000 ²	25.3%	25.0% or greater	25.7% ²
<i>Infrastructure Health:</i> Make our infrastructure last longer	Percentage of bridges rated in good condition	62.5%	65.0% or greater	71.8%
	Percentage of pavement miles rated in good condition ²	67.8%	70.0% or greater	67.8% ²
	Weighted score of all other highway features rated in acceptable condition ²	87	84 or greater	87 ²
	Average rest area condition scores	new measure ⁵	90 or greater	94
	<p>Percentage of bridges rated in good condition</p> <p>In February 2011, NCDOT changed the rating system used for calculating bridge health based on national changes directed by the Federal Highway Administration. While we do not feel the overall condition of our bridges has changed significantly in a year's time, the new rating system led to higher scores for many bridges and an overall higher statewide bridge health score.</p> <p>In addition to the federal changes, NCDOT is further modifying the bridge rating system to include not only the actual condition of the bridge, but also any weight restrictions included (restricted weight postings for each bridge along our transportation networks). Between 2015 and 2020, NCDOT will invest \$1.6 billion in bridge improvement and replacements in North Carolina.</p>			
Make our organization a place that works well	Percentage of work program projects "advertised for bid" and awarded on schedule ⁴	82%	85% or greater	73% ⁴
	Percentage of construction projects completed on schedule and on budget	78%	85% or greater	77%
	Average customer wait time at DMV facilities that track transactions	new measure ⁵	15 min. or less	24 min.
	Average statewide environmental compliance score on construction and maintenance projects	8.5	7.5 or greater	8.6
	Percentage of the Department's planned receipts and expenses compared to actuals	9.05%	+/- 5 to 10%	-3.4%
	Percentage of federal receipts eligible for billing authority ³	61%	95% or greater	110% ³
	Percentage of the overall budget for administrative costs	6.9%	7.6% or less	5.9%
	Percentage of the total program budget paid to minority- and women-owned businesses	9.97%	10.0% or greater	10.5%

What are we doing?

Percentage of work program projects “advertised for bid” and awarded on schedule

NCDOT planned to advertise 291 State Transportation Improvement Program (STIP) projects for construction; however, 27% were delayed. The most common delays were due to issues in the design, right of way, utilities or permitting phases of project development. Forty percent of the delays were due to reasons outside the Department’s control, including issues raised by resource agencies and with utility relocation. NCDOT is working with project managers to find ways to improve performance for the projects delayed due to reasons within the Department’s control. Areas of focus include schedule development and project management. The Department also is improving its processes to identify issues earlier in the life of a project to improve our ability to meet schedules.

Percentage of construction projects completed on schedule and on budget

This measure was created in SFY 11 in an attempt to combine similar measures and reduce the number of organizational measures on the executive scorecard. This composite measure combined schedule and budget considerations for construction projects; however, it did not accurately capture the Department’s true performance on delivering construction projects on schedule and within budget. Instead, it combined two dissimilar measures that inaccurately portrayed deficient results and made it difficult to identify and address performance issues.

For FY 12 NCDOT has separated this into two measures:

- ° Percent of construction projects completed on schedule: Target=85% or greater
- ° Total budget overrun for completed construction projects: Target=5% or less

The new budget metric combines all construction project budgets into one source to track the net over or under as opposed to evaluating each project’s individual budget overrun or underrun. This reflects a better and more holistic approach to budget management.

When FY 11 data is evaluated based on these metrics the results are: Schedule=87% and Budget=0.14%. NCDOT continues to work to reduce the duration and costs of all construction projects.

Average customer wait time at DMV facilities that track transactions

The current DMV wait time result is based on data from a system that is in place in about half of DMV offices statewide and, therefore, does not reflect wait times at all DMV facilities. DMV will implement the Next Generation Secure Driver License System in Fall/Winter 2012. This includes a queuing system in all driver license offices and changes in the process to move customers through more quickly. Measuring queuing in all, not just some, offices should improve results time and be a true statewide average value. SFY 11 results were an improvement over SFY 2010 results, when the average wait time was 26 minutes.

Make our
organization
a **great place**
to work

Percentage of high-performing employees retained after one year	new measure ⁵	80% or greater	data unavailable
Average time to hire new employees	new measure ⁵	60 days or less	76 days
Employee engagement survey score ²	5.23	5.0 or greater	5.23 ²
Employee safety index	4.97	6.16 or less	4.88

Average time to hire new employees

Although the measure did not meet the target of 60 days or less, NCDOT did not address this measure in SFY 11 because of the hiring freeze that was implemented due to economic conditions. Process improvements will be put in place to shorten hiring time once normal hiring resumes at NCDOT.

¹ The crash rate and fatality rate are measured by dividing the crash count and fatality count by 100 million vehicle miles traveled.

² The performance measure and result are based on a standing survey or periodic assessment and not based on the state fiscal year; therefore, it is considered “static” and is assumed to have no change since the most recent result was published. Current NCDOT systems only track the result annually or biannually.

³ The performance measure and result are based on the federal fiscal year; therefore, the result only includes nine months of data beginning on October 1, 2010.

⁴ The result evaluates STIP projects that are on the delivery list downloaded from the project schedule management tool (STaRS) on October 1, 2010. Performance results are adjusted to include projects that are added or advanced in the program.

⁵ The performance measure was first introduced this fiscal year and not tracked in prior years.

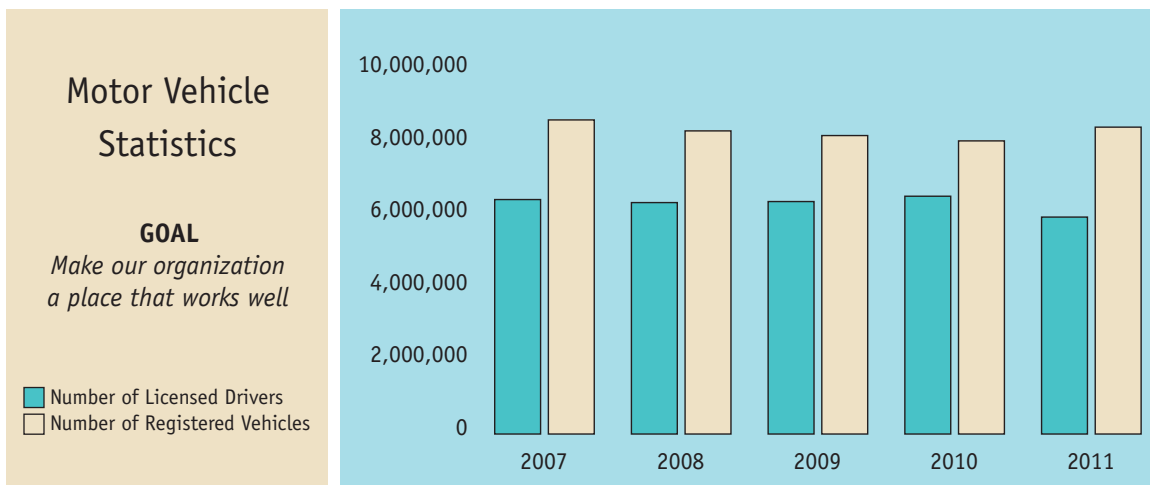
⁶ The result is a 12-month moving average (July 2010 – June 2011) and excludes the hours of 10 p.m. to 6 a.m.

DIVISION OF MOTOR VEHICLES

The mission of the Division of Motor Vehicles (DMV) is to deliver quality motor vehicle services, promote highway safety, and furnish timely and accurate information by providing excellent customer service, enforcing motor vehicle laws and maintaining the integrity of official DMV records.

Program highlights include:

- Removed the processing fee of \$1 on vehicle registrations mailed to DMV.
- Eliminated refund of registration renewal checks due to inspection blocks; DMV now holds checks until the electronic registration program shows a completed inspection.
- License and Theft Bureau officers made 12,233 arrests, recovering 579 vehicles valued at more than \$4 million.
- Advertised for proposals for a new Motor Vehicle Inspection Law Enforcement System (MILES) to combine current systems for inspections, law enforcement reporting and daily reports.
- Trained and certified 15,673 school bus drivers for original and renewed certifications and conducted 2,030 safety programs for school bus drivers.





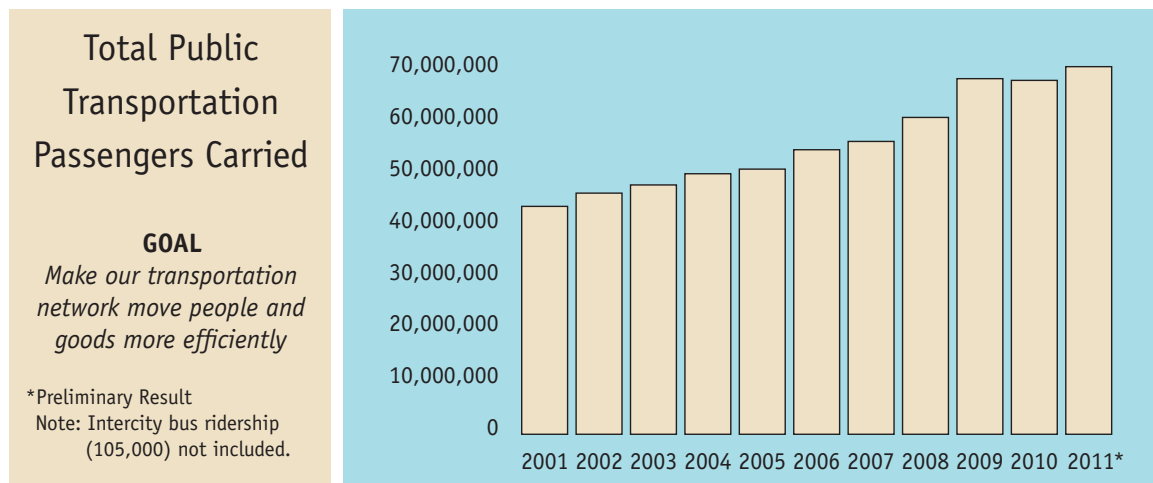
DMV's License and Theft Bureau inspectors check a motorcycle's confidential vehicle identification number to determine whether it is stolen.

PUBLIC TRANSPORTATION

The Public Transportation Division (PTD) was created in 1974 by the N.C. General Assembly to foster the development of intercity, urban and community public transportation for all North Carolinians. The PTD administers federal and state transportation grant programs, provides leadership and training opportunities to transit professionals, makes planning and technical assistance available to enrich transit services, and prepares projections to meet future public transportation needs. Public transportation systems provide transportation options in all 100 counties, providing a safe, cost-effective and environmentally friendly transportation option for residents who cannot or choose not to drive.

Program highlights include:

- Awarded 321 state and federal grants to transit providers across the state, totaling \$140.5 million.
- Reduced the expected growth in commuter-generated vehicle miles traveled by 25.7% since 2000.
- Provided various safety and training sessions for transportation providers throughout the state including:
 - Wheelchair lift training for 28 transportation providers and updated;
 - System Safety Program Plan development training for 27 providers; and
 - Reasonable Suspicion Determination for Supervisors training for 73 providers.
- State-supported intercity bus service carried nearly 105,000 passengers.
- Funded approximately 162,000 employment-related trips through the federally funded Job Access and Reverse Commute Program and the state-funded Employment Transportation Assistance Program.
- Invested the remaining \$10.6 million of funds received through the American Recovery and Reinvestment Act, expanding and modernizing transit services for North Carolinians.





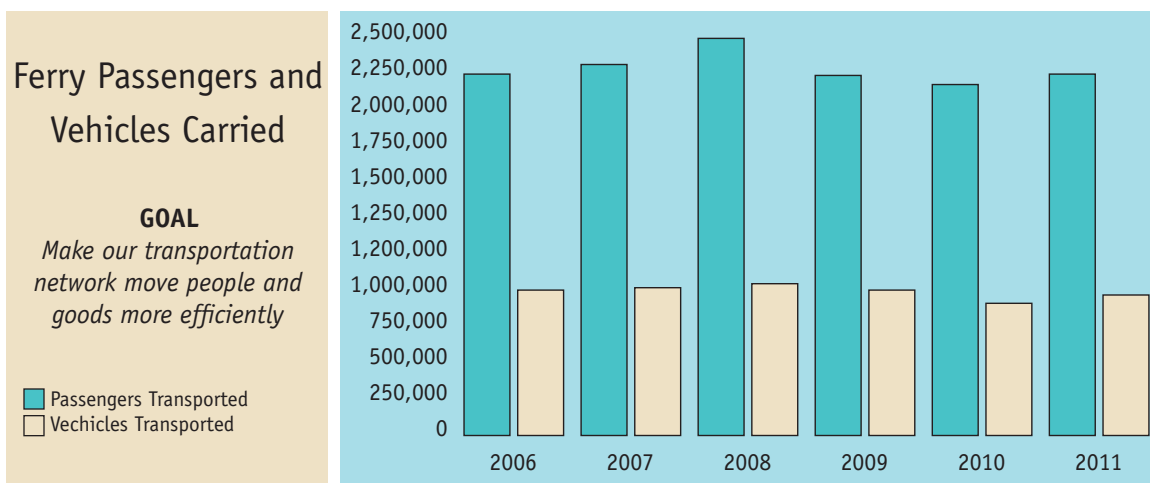
Hybrid buses, like the one shown here operated by Chapel Hill Transit, are becoming a common sight in North Carolina. They are distinguished from traditional buses by the battery pack on top. The benefits of these buses are increased passenger capacity and fuel mileage, and reduced emissions and maintenance needs.

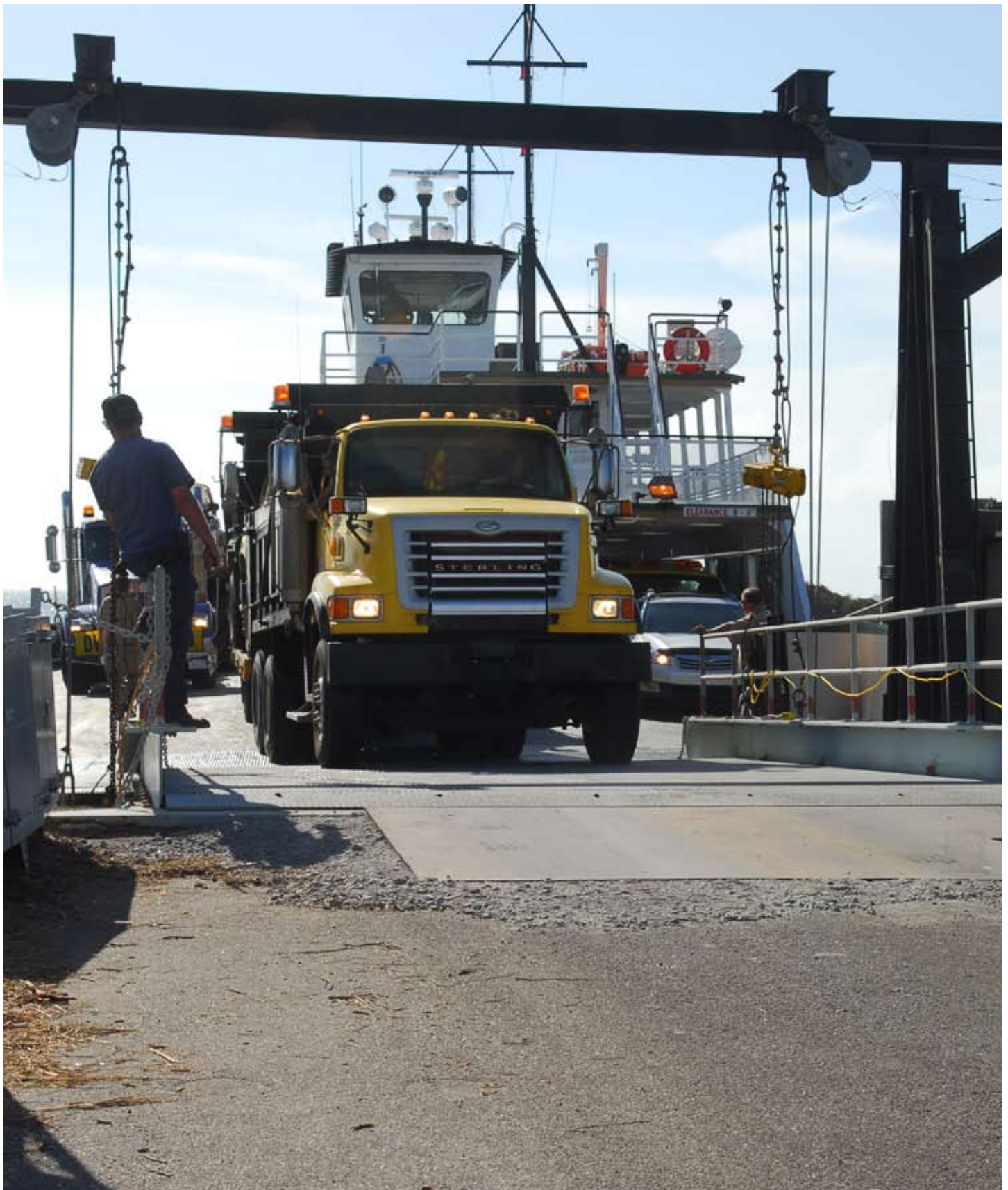
FERRY

The Ferry Division's mission is to provide safe, cost-effective and dependable service for the traveling public. The division operates seven routes, with 20 ferries transporting about 1 million vehicles and more than 2 million passengers each year across five separate bodies of water—the Currituck Sound, Pamlico Sound, Cape Fear River, Neuse River and Pamlico River. The division is also capable of activating an emergency ferry route between the Dare County mainland and Hatteras Island at Rodanthe within two to three hours, in the event of a long-term closure of N.C. 12. The ferry operations are supported by a full-service shipyard, dredge, crane barge, tugboats and other support vessels.

Program highlights include:

- Received federal funding to construct a platen (marine railway) at the NCDOT Marine Shipyard. This platen allows for increased mobility of ferries undergoing routine and emergency maintenance. The increased mobility will shorten vessel maintenance schedules and reduce maintenance costs.
- Received approval from the U.S. Coast Guard for 12.5-hour shifts at Hatteras Operations that allowed elimination of start-up crews, resulting in approximately \$250,000–\$400,000 annual savings.
- Began replacing steering systems on all double-ended ferries to match and make consistent what is currently used on the newest of the vessels. The steering system is the most vital system on a ferry. This will allow captains to focus training on one steering system, not three, which will improve safety.
- Dredged the state-owned portion of the channel on the Hatteras-Ocracoke route, and repaired deteriorated pilings and the dock on the Ocracoke side to help ensure the safety of the traveling public.





An NCDOT dump truck departs the emergency ferry at the landing at Rodanthe.

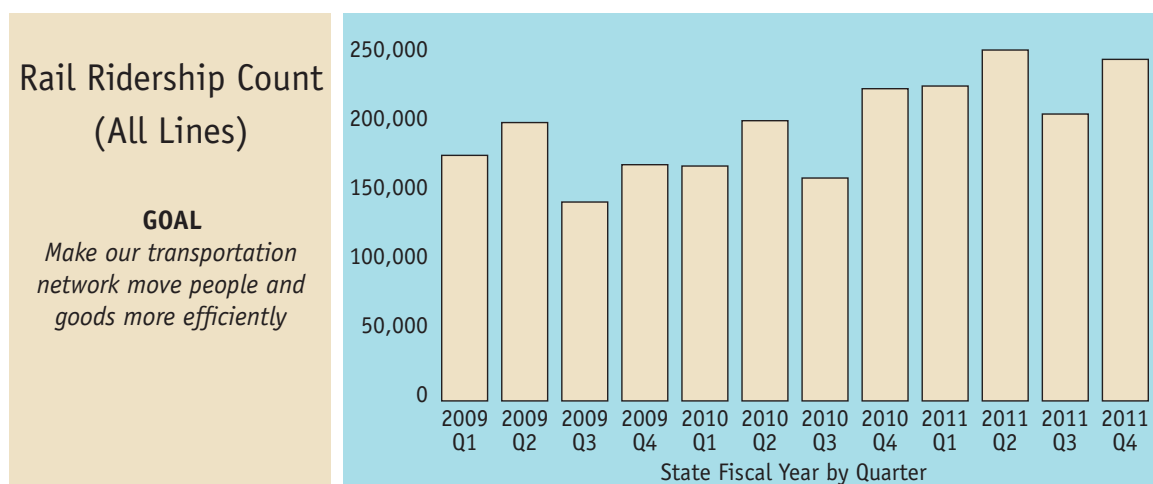
RAIL

North Carolina has more than 3,300 miles of railroad tracks throughout the state used by freight and passenger trains, providing travel options as well as efficient and environmentally friendly transportation. The Rail Division works with communities throughout the state to make rail-highway crossings safer by installing traffic-control equipment, and closing and consolidating high-accident crossings on highways, streets and bridges.

The state-owned *Piedmont* passenger train provides service at stops between Raleigh and Charlotte three times a day. The state-maintained *Carolinian* provides service between Charlotte and up the East Coast to New York City.

Program highlights include:

- Total ridership on North Carolina passenger trains increased by 19% over last fiscal year.
- Created a public-private partnership called the Piedmont Improvement Plan (PIP). PIP will use more than \$600 million from NCDOT, the North Carolina Railroad, Norfolk Southern Railway, Amtrak and the Federal Railroad Administration to improve safety and speed for freight and passenger trains along the Raleigh to Charlotte corridor.
- Improved a curve near Lexington that has created safer train travel and enabled train speeds to increase from 60 miles per hour to 79 mph.
- Refurbished three locomotives for economic value and a greener impact for North Carolina rail.
- Began construction to improve and expand stations in Cary, High Point and Burlington, investing \$4.7 million in the local economy from the American Recovery and Reinvestment Act. Additionally, \$18.6 million in ARRA funds were invested in refurbishing seven passenger cars and three locomotives serving the Piedmont corridor.





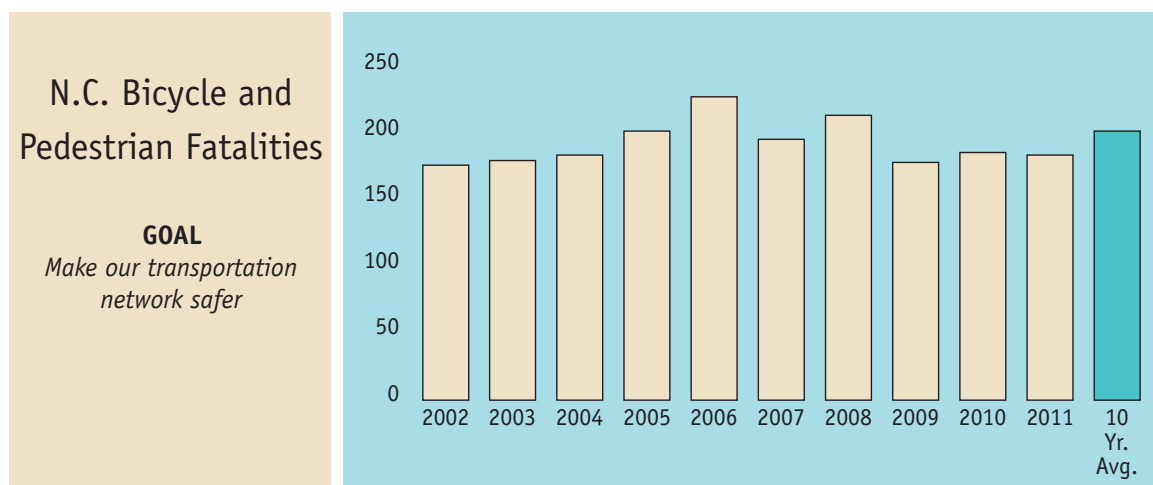
The “City of Durham” locomotive is one of three locomotives that have been refurbished, extending their service life.

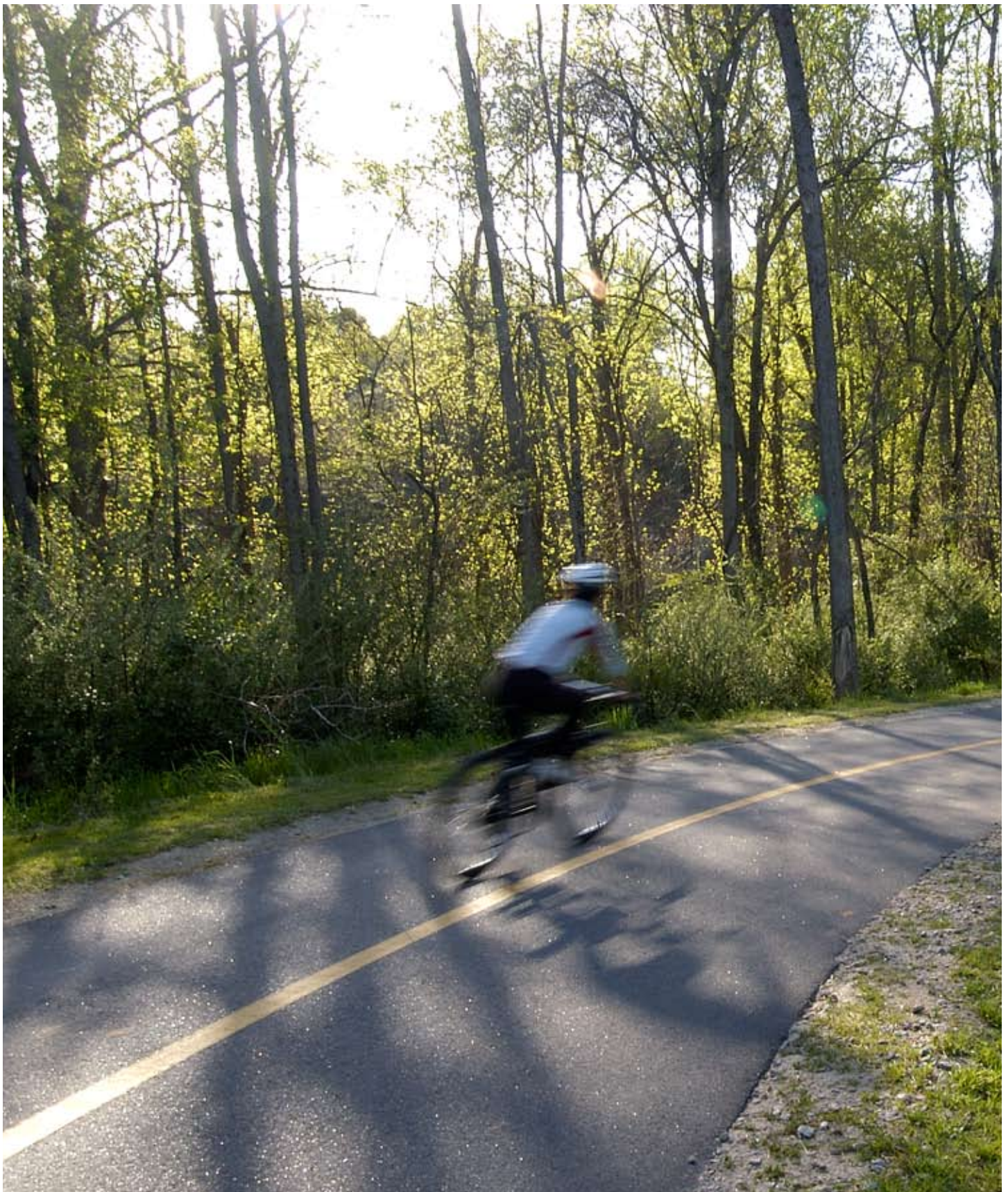
BICYCLE AND PEDESTRIAN

The Division of Bicycle and Pedestrian Transportation is a comprehensive operation touching all aspects of bicycling and walking by designing facilities, creating safety programs, mapping cross-state bicycle routes, training teachers, sponsoring workshops and conferences, fostering multi-modal planning and integrating bicycling and walking into the ongoing activities of the Department. Through its work, the division fulfills the mission of NCDOT's Complete Streets policy to encourage the use of alternative forms of transportation.

Program highlights include:

- Began construction on a 6.5-mile section of the Lower Neuse River Greenway in Wake and Johnston counties. When complete, the paved greenway will extend 28 miles from Falls Lake Dam in north Raleigh southeast to the Johnston County line, making it the longest greenway trail in North Carolina. Additionally, it is a link in North Carolina's Mountains-to-Sea Trail.
- Began construction of a 1.3-mile section of the Edwards Mill Road Greenway from Trinity Road to Reedy Creek Road, connecting to the existing, award-winning Reedy Creek Greenway that links local neighborhoods, universities, retail shopping, the N.C. Museum of Art and Umstead State Park in Wake County.
- Awarded 15 planning grants to communities across North Carolina to develop comprehensive bicycle and pedestrian plans.
- Held the inaugural "Got to Ride NC," Bike to Work Day ride in Raleigh. Nearly 100 people took part in the event, which began at the N.C. State Fairgrounds and ended on the lawn of the State Capitol.
- Invested the remaining \$10.9 million in ARRA funding received to construct more than 26 miles of greenways, multi-use paths and sidewalks.





A cyclist enjoys a ride on the award-winning Reedy Creek Greenway.

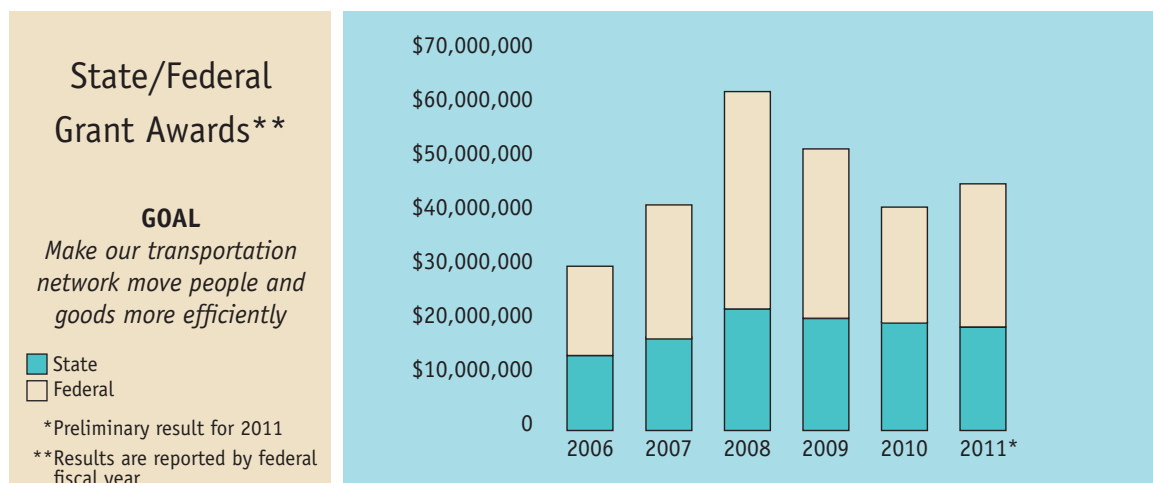
AVIATION

The Division of Aviation is responsible for all aviation functions regarding state system planning and development, and provides funding to communities for constructing and improving airports. Additionally, the division promotes aviation safety and education.

North Carolina has 72 publicly owned airports and nearly 300 privately owned airports, serving more than 47 million passengers each year. Nine airports serve commercial air carriers and move 24 million passengers annually; four serve international destinations. Additionally, more than 7,000 aircraft are registered and based in North Carolina, which is also home to more than 15,000 licensed pilots.

Program highlights include:

- Conducted Aviation Career and Education (ACE) camps in Winston-Salem, Greensboro, Monroe, Elizabeth City and Raleigh for high school and junior high school students. For the second year, Elizabeth City held an all-girls high school camp.
- Participated in a variety of airport improvement projects, including:
 - Runway extension in Macon County;
 - Runway reconstruction in Laurinburg-Maxton; and
 - Partnering with the North Carolina Air National Guard to reconstruct all airfield pavement at Stanly County Airport, a joint-use military/civilian facility.
- Conducted pavement evaluations of the airports' pavement infrastructure through the Pavement Preservation Program. The division used this information to perform cost-effective maintenance at 10 airports to extend the life of the infrastructure.





Air Traffic Control Tower at Raleigh-Durham International Airport

HIGHWAYS

The Department's highway program is delivered primarily by the Division of Highways (DOH), the Division of Technical Services (DTS) and Governor's Highway Safety Program (GHSP). The DOH comprises central and field-based functions—including Preconstruction, Safety and Mobility, Field Support, Asset Management and Operations—all of which support delivery of transportation projects statewide. The DTS supports the delivery of projects through eight key functions: contract standards and development, contractual services, performance metrics, photogrammetry, professional services, research and development, quality enhancement, and program management. The GHSP promotes highway safety awareness and aids in the reduction of crashes and fatalities through the execution of statewide safety initiatives and programs.

Together, they are responsible for the 80,000-mile state highway system, which is the largest in the nation next to Texas. The planning, programming, technical assistance and engineering for major highway projects are handled within the central office in Raleigh, while the 14 Transportation Divisions, or field offices, manage project construction (see division map on next page). The divisions also maintain and operate the road system within their geographical areas and handle planning and engineering for small projects.

Program highlights include:

- The Governor's Highway Safety Program implemented a new web-based application system that makes it easier for organizations, municipalities and state agencies to apply for highway safety grants. This is the first implementation of the Systems Applications and Program's Grantor Management System in North America.
- Opened four E-85 fueling stations (Asheboro, Charlotte, Hillsborough and Marion) that allow the more than 7,000 flexible-fuel capable motor fleet vehicles to fill up with E-85 fuel as a less expensive and more environmentally friendly alternative to regular gasoline. The stations were funded through federal Congestion Mitigation and Air Quality funds.
- Awarded remaining 57 contracts paid for through ARRA funds for highways and bridges. An average of 1,401 full-time, on-project jobs were created or sustained each month in the private sector, which resulted in \$48.6 million in payroll. Phase One of the I-85 Corridor Improvement Project, which is partially funded with ARRA money, is expected to create or sustain 400 jobs, with most employees being hired locally. Additionally, Disadvantaged Business Enterprises were successful in winning ARRA-funded contracts totaling \$7 million.



An NCDOT truck pre-treats a highway with salt brine. NCDOT crews spent long hours pre-treating and clearing roads during the winter months to ensure people and goods kept moving.

HIGHWAYS

GOALS

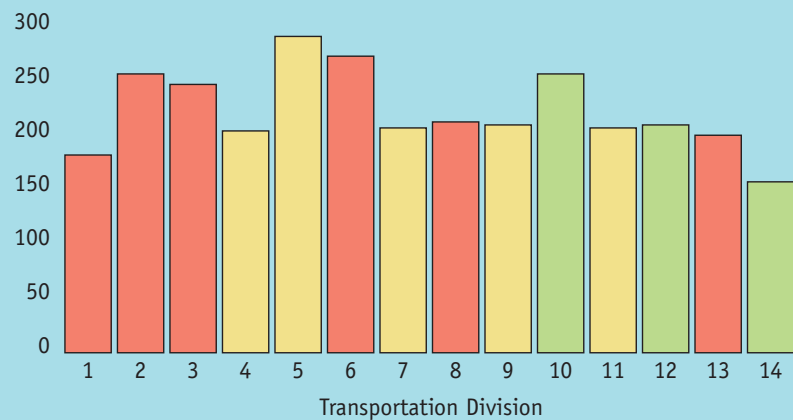
Make our transportation network safer

Make our infrastructure last longer

2011 Crash Rates

Number of crashes per 100 million vehicle miles traveled

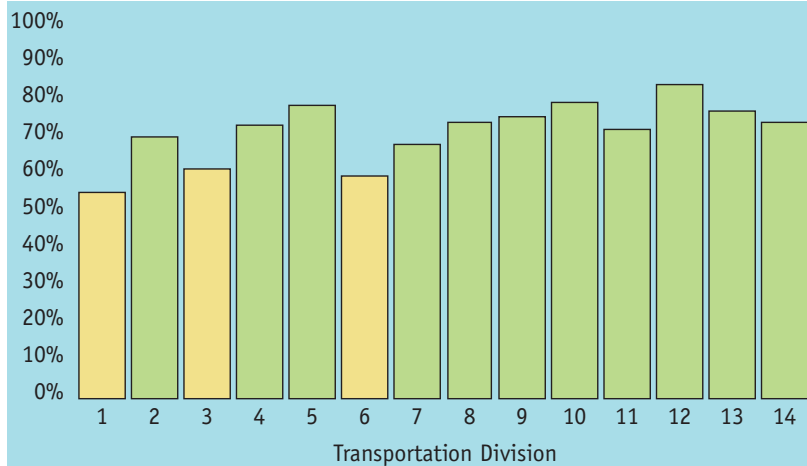
- Rate is less than 1 standard deviation compared to preceding 5-year average
- Rate is +/- 1 standard deviation compared to preceding 5-year average
- Rate is greater than 1 standard deviation compared to preceding 5-year average



2011 Bridge Condition Scores

All Routes

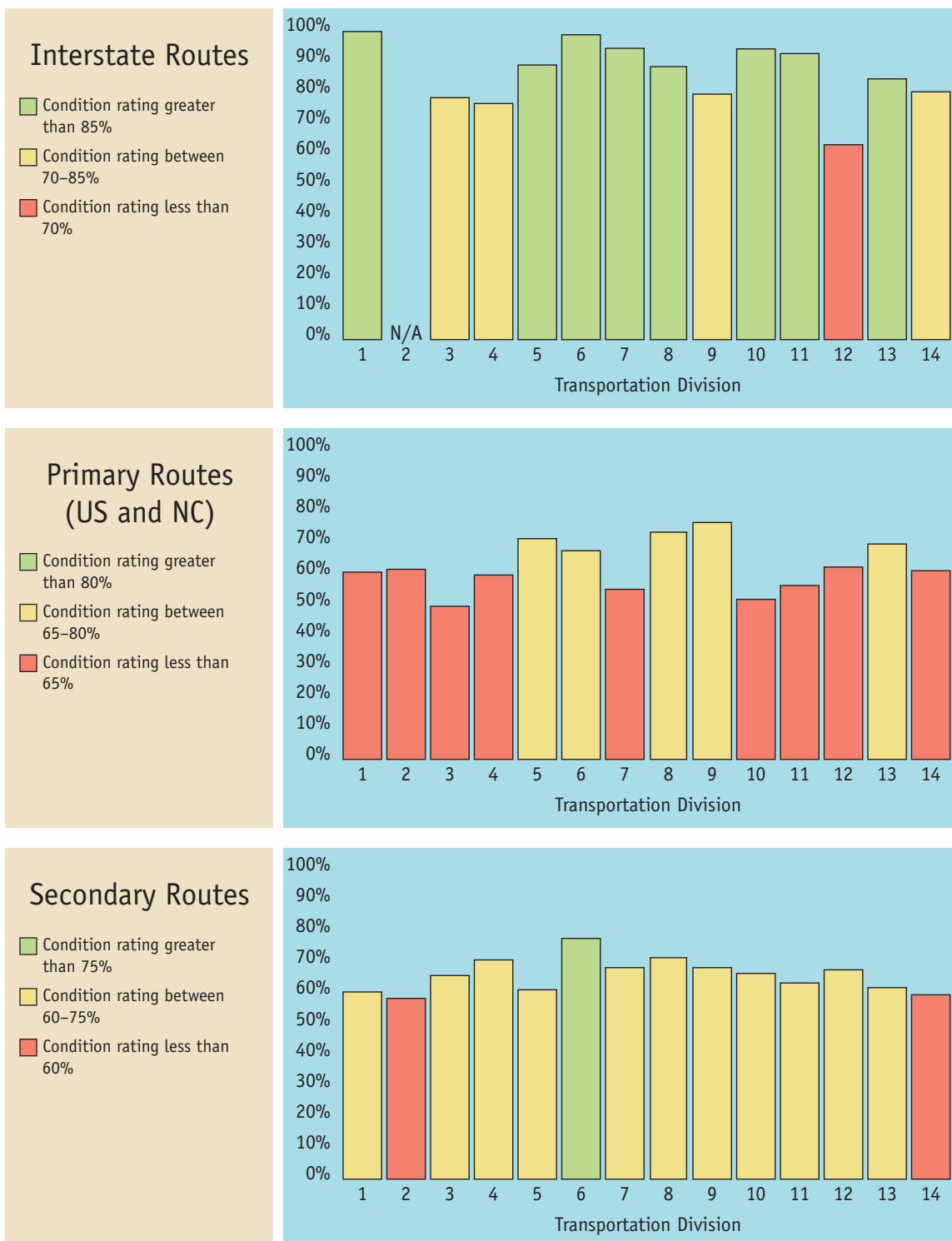
- Condition rating greater than 65%
- Condition rating between 55-65%
- Condition rating less than 55%



- To look at more in-depth charts, please turn to page 38-39.
- Outcomes based on activities performed centrally and in the field.

2010 Pavement Condition Scores

Pavement condition ratings are calculated biannually.



LOOKING TO THE FUTURE

NCDOT will continue to build on our successes and learn from our challenges to ensure that North Carolina's transportation system meets our state's diverse and growing needs.

Transportation Investment and Project Selection

NCDOT has begun the process of updating the Statewide Long-Range Transportation Plan. The plan, called the 2040 Plan, will serve as the blueprint that will guide transportation planning and investment over the next 30 years. It will focus on sustainable policies and programs across all transportation types (modes) needed to enhance safety, improve mobility and reduce congestion for North Carolinians. The 2040 Plan is part of NCDOT's strategic process for transportation decision-making, called Policies to Projects, that focuses on achieving the Department's long-term goals of safety, mobility and infrastructure health.

Among the anticipated outcomes in the plan will be a set of long-term financing options that recognize the likelihood that the gas tax will be insufficient as a primary source of transportation funding in the future, and establishing a clear link between North Carolina's long-term transportation investment strategies and jobs, economic opportunities, and both environmental and financial sustainability. The 2040 Plan is expected to be finalized and presented to the NCDOT Board of Transportation for adoption in Spring 2012.

Mobility

- A number of key infrastructure projects will be underway and completed over the next few years that will increase both passenger and freight mobility. Highway improvements include: widening U.S. 321 to Blowing Rock in Caldwell County; widening sections of I-85 in Davidson, Rowan and Cabarrus counties; replacing the Bonner Bridge on N.C. 12 in Dare County; and completing a key section of I-295 (Fayetteville Outer Loop), which will enhance mobility for the military at Ft. Bragg.
- The Department has an active role in several initiatives underway, including the Governor's Logistics Task Force and the North Carolina Maritime Strategy, to ensure North Carolina's transportation infrastructure supports its economy.

Modernizing our Infrastructure

- Realizing that our bridges are aging, NCDOT is investing significant amounts of resources into improving bridge health conditions. NCDOT already has begun the process to replace and rehabilitate outdated and low scoring bridges across the state, including many that are less than 20 feet in length. Between 2015 and 2020, \$1.6 billion will be invested on bridge improvements and replacements in North Carolina.
- Our ferry fleet is also aging and in need of updating. Recognizing this, the Department is investing in two new Sound Class ferries, the Motor Vessel Swan Quarter and the Motor Vessel Sea Level, that will serve the Swan Quarter-Ocracoke and Cedar Island-Ocracoke routes, improving travel reliability for both residents and visitors. Both vessels are expected to be in service by Summer 2012, and will meet Americans with Disabilities Act requirements. Additionally, a new ADA-compatible River Class vessel is being designed to eventually replace the MV Hunt used at the Currituck-Knotts Island route.
- The train tracks between Charlotte and Raleigh are being improved by straightening out curves, adding double tracks and passing sidings, closing high-accident highway-rail crossings, building highway overpasses and upgrading private crossings. The improvements will decrease travel times for both freight and passenger trains and improve safety along this corridor.

Efficiencies

- The Department has become one of the leading states in the nation in the use and implementation of Transportation Asset Management, which is a proactive approach to maintaining, preserving and improving the performance and condition of transportation assets. Going forward, we will continue to use this strategy throughout our operations to extend the life of our existing assets and efficiently deliver quality transportation services that support safety, mobility and access.
- The Department is embarking on a new concept called express design-build to help complete small bridge improvements/replacements across the state in a more efficient manner than with traditional means. This approach is different than traditional design-build in that it does not require a technical proposal; the contract award winner is selected solely on low bid. NCDOT has worked with the American Council of Engineering Companies (ACEC) and the contracting industry to garner the input and support needed to allow for express design-build to become reality. A total of 17 contracts will be awarded by June 2012 to replace about 175 bridges across the state, encompassing all 14 highway divisions, using this method. These projects will go from zero to construction in eight months, enabling us to get a large amount of work done in a short amount of time as well as creating/sustaining jobs in the construction industry.
- NCDOT is currently putting standard tools in place to track performance regarding the increase of utilization of Private Engineering Firms, or PEFs, to 50% of the available preliminary engineering funds in the annual work plan. Previous efforts to track these results have been done manually and were based on need. Future efforts will allow real-time and accurate PEF utilization results to be generated at a precise level so NCDOT's decision-makers can make better judgments towards outsourcing work. Once this new standard tool is validated and implemented, the privatization and PEF utilization results will be available in 2012 on the Department's website at www.ncdot.gov/performance. Over the last three years, NCDOT increased its annual utilization of PEFs for preliminary engineering work. In fiscal year 2009, NCDOT expended 28% of its available preliminary engineering funds to PEFs, while currently we are at about 40% and working towards achieving our goal of 50%.
- The Department is realigning units within the organization to reduce internal redundancies and better meet the needs of the public.
- The Department is working with partner agencies on a Geographic Information System, or GIS, pilot project in conjunction with the Kinston Bypass that uses computer models to reduce the time and costs of required field work, accelerating project delivery time. This project received an Environmental Excellence Award from the Federal Highway Administration for Excellence in Environmental Research.
- The Department is working with partner agencies to streamline the project delivery process through earlier involvement of all agencies to identify and address potential issues or concerns.
- NCDOT has begun work on a group of technological initiatives that will transform the way we work together to produce, store, organize, and share information and resources among ourselves, as well as with our customers and business partners. These new business tools will transform the way we do business both internally and externally, allowing us to spend less time on administrative tasks.

SFY 2011–2012 EXECUTIVE PERFORMANCE METRICS

Goal	Defined Performance Measure	Target
<i>Safety:</i> Make our transportation network safer	Statewide network crash rate	235 or less
	Statewide network fatality rate	1.64 or less
	Percentage of surveyed North Carolina drivers using a safety belt*	90% or greater
<i>Mobility:</i> Make our transportation network move people and goods more efficiently	Average statewide accident clearance time	70 min. or less
	Travel time index for surveyed interstates	1.04 or less
	Percentage of planned ferry runs completed as scheduled	95% or greater
	Percentage of passenger trains arriving on schedule	80% or greater
	Percentage increase in public transit ridership	5% or greater
<i>Infrastructure Health:</i> Make our infrastructure last longer	Percentage of bridges rated in good condition	65% or greater
	Percentage of pavement miles rated in good condition*	70% or greater
	Average highway feature condition scores (excluding pavement and bridges)*	84 or greater
	Average rest area condition scores	90 or greater
Make our organization a place that works well	Percentage of work program projects on schedule	85% or greater
	Percentage of construction projects completed on schedule	80% or greater
	Total budget overrun for completed construction projects	5% or less
	Percentage of the overall budget for administrative costs	7.6% or less
	Percentage of the total program budget paid to minority- and women-owned businesses	10.2% or greater
	Average customer wait time at DMV facilities that track transactions	17 min. or less
	Average statewide environmental compliance score on construction and maintenance projects	7.5 or greater
Make our organization a great place to work	Average time to hire new employees	60 days or less
	Employee engagement survey score*	5 or greater
	Employee safety index	6.16 or less

*Performance measure is based on a standing survey or periodic assessment.



NCDOT celebrated the 25th anniversary of the Wildflower Program in 2010. The popular planting program incorporates numerous colorful species, including many that are native to North Carolina, and is funded with fees from the purchase of personalized license plates.

APPENDIX: PERFORMANCE STATISTICS WITH TRENDS

ARRA Job Creation and Sustainability Profile

Month	Number of Workers	Hours Worked	Payroll	Monthly FTEs*
July 2010	7,383	380,091	\$6,221,111	2,193
August 2010	6,875	349,595	\$5,738,415	2,017
September 2010	6,934	362,323	\$5,917,254	2,091
October 2010	6,752	422,860	\$5,955,307	2,440
November 2010	5,174	232,461	\$3,773,305	1,342
December 2010	3,483	163,023	\$2,734,455	941
January 2011	2,103	99,366	\$1,796,934	574
February 2011	2,554	128,803	\$2,275,274	744
March 2011	3,261	158,616	\$2,748,947	916
April 2011	3,508	199,101	\$3,459,193	1,149
May 2011	3,736	199,336	\$3,316,430	1,151
June 2011	3,710	217,361	\$3,460,807	1,255
Total	55,473	2,912,936	\$47,397,432	

*Based on guidance from the Office of Management and Budget in Washington, D.C., the calculation of Full Time Equivalents (FTEs) will be used to “measure the effectiveness” of ARRA and produce the number of “new” and “retained” jobs nationwide.

Motor Vehicles Performance Profile: Driver Statistics

Performance Element	SFY 2007	SFY 2008	SFY 2009	SFY 2010	3Yr AVG*	SFY 2011
Licensed Drivers	6,579,455	6,650,610	6,700,342	6,800,191	6,717,048	5,973,646
Registered Vehicles	8,717,997	8,545,254	8,451,048	8,212,407	8,402,903	8,650,028
Titles Processed	2,888,000	2,777,000	2,373,050	2,343,929	2,497,993	2,143,906
Plates/Stickers Requested	9,294,870	9,252,294	9,163,348	8,749,229	9,054,957	8,883,540
Internet Renewals	1,252,338	1,389,207	1,530,019	1,567,438	1,495,555	1,646,496
Graduated Licenses Issued	193,342	192,627	191,191	206,498	196,772	210,038
Learner's Permits Issued	87,841	93,156	88,037	57,267	79,487	59,766
Duplicate Licenses Issued	765,924	763,692	711,290	620,153	698,378	595,978
Renewals Issued	937,951	953,693	888,700	957,550	933,314	974,235
Original Licenses Issued	337,066	348,291	304,643	276,008	309,647	280,363

Results compared to 3-year average have increased

Results compared to 3-year average have stayed the same or declined less than 10%

Results compared to 3-year average have declined by greater than 10%

*3Yr AVG includes the preceding 3 years of data

Ferry Performance Profile: Ridership Statistics

Ferry Route	SFY 2007		SFY 2008		SFY 2009		SFY 2010		SFY 2011	
	Vehicles Transported	Passengers Transported	Vehicles Transported	Passengers Transported	Vehicles Transported	Passengers Transported	Vehicles Transported	Passengers Transported	Vehicles Transported	Passengers Transported
Southport to Fort Fisher	173,005	494,898	185,447	499,796	154,318	426,973	167,773	455,668	175,168	476,646
Cherry Branch to Minnesott	272,175	476,962	277,254	486,782	260,134	453,043	229,270	403,984	249,945	432,991
Cedar Island to Ocracoke	39,418	95,822	38,763	93,597	34,235	84,604	32,354	77,672	32,725	79,324
Ocracoke to Cedar Island	38,024	92,596	37,020	89,986	33,303	82,308	32,091	77,250	32,700	78,601
Pamlico River	75,033	117,394	81,572	129,564	80,211	124,994	67,416	100,252	70,493	101,850
Swan Quarter to Ocracoke	12,968	25,705	16,217	33,397	12,908	29,314	11,936	27,719	12,722	29,777
Ocracoke to Swan Quarter	11,069	23,529	14,463	31,237	12,298	28,803	11,783	25,326	13,259	29,595
Hatteras Inlet	357,789	925,815	353,192	951,691	328,324	869,139	339,013	875,257	324,340	859,343
Currituck	26,308	83,371	29,490	89,438	27,773	85,255	25,033	78,374	26,312	84,359
Summary	1,005,789	2,336,092	1,033,418	2,405,488	943,504	2,184,433	916,669	2,121,502	937,664	2,172,486

- % change was positive compared to 3-year average
- % change was 0 to -7.99% compared to 3-year average
- % was greater than or equal to -8% compared to 3-year average

*3Yr AVG includes the preceding 3 years of data

Bicycle and Pedestrian Performance Profile: Fatalities

Division	SFY 2006		SFY 2007		SFY 2008		SFY 2009		SFY 2010		SFY 2011			5Yr AVG*		
	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Bicycle	Ped.	Comb.	Bicycle	Ped.	Comb.
1	1	6	1	8	0	8	3	6	1	3	1	5	6	1.2	6.2	7.4
2	4	12	3	9	1	9	2	12	2	6	1	6	7	2.4	9.6	12
3	2	23	0	15	2	15	4	17	0	20	4	11	15	1.6	18	19.6
4	6	10	1	14	0	14	2	6	1	15	3	14	17	2	11.8	13.8
5	3	22	3	24	3	28	1	15	2	13	2	16	18	2.4	20.4	22.8
6	3	26	3	29	2	19	0	18	4	30	2	25	27	2.4	24.4	26.8
7	0	20	1	4	1	20	2	16	2	10	1	9	10	1.2	14	15.2
8	3	11	0	13	0	11	1	9	0	5	1	10	11	0.8	9.8	10.6
9	2	13	1	10	0	16	2	9	1	8	2	10	12	1.2	11.2	12.4
10	2	24	1	20	2	20	1	14	2	22	2	26	28	1.6	20	21.6
11	1	4	1	2	0	2	0	4	2	2	0	2	2	0.8	2.8	3.6
12	1	10	1	12	0	18	4	8	0	16	0	11	11	1.2	12.8	14
13	0	9	2	5	1	6	1	6	0	7	1	6	7	0.8	6.6	7.4
14	0	1	0	4	0	4	0	5	0	1	0	1	1	0	3	3
Statewide	28	191	18	169	12	190	23	145	17	158	20	152	172	19.6	170.6	190.2

*5Yr AVG includes SFY06–SFY10

- Trend is down (SFY11 compared to 5-year average)
- Trend is statistically even (+/- 2.5%)
- Trend is up (SFY11 compared to 5-year average)

Note:

° For counties included in each division, please see map on page 29.

Highway Performance Profile: Highway Safety Rates

Division	VMT (per 100 MVMT)		Total Crashes		Crash Rates (per 100 MVMT)		Total Fatalities		Fatality Rates (per 100 MVMT)		Total Injuries		Injury Rates (per 100 MVMT)	
	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011	5YrAvg*	SFY 2011
1	35.80	33.31	5,596	6,120	156.28	183.72	60	43	1.68	1.29	2,798	2,499	78.15	75.02
2	50.99	48.90	11,500	12,369	225.55	252.95	79	79	1.55	1.62	6,021	5,673	118.09	116.01
3	70.03	70.09	16,314	17,060	232.96	243.41	124	104	1.77	1.48	8,224	7,322	117.44	104.47
4	72.51	69.09	14,815	14,743	204.31	213.39	126	113	1.74	1.64	7,482	6,828	103.19	98.83
5	134.08	141.22	39,550	40,403	294.97	286.11	138	124	1.03	0.88	14,909	14,153	111.20	100.22
6	73.19	69.79	17,603	18,840	240.52	269.94	176	148	2.41	2.12	10,185	9,708	139.16	139.09
7	92.52	92.24	20,671	20,345	223.41	220.56	118	90	1.27	0.98	10,564	10,005	114.18	108.46
8	55.83	52.01	11,157	11,507	199.84	221.23	111	86	1.99	1.65	5,758	5,290	103.13	101.70
9	78.61	80.04	16,966	16,609	215.83	207.50	108	95	1.38	1.19	8,275	7,244	105.27	90.50
10	131.51	138.70	37,263	35,060	283.34	252.77	145	107	1.10	0.77	17,983	18,236	136.74	131.48
11	41.54	40.66	8,529	8,543	205.33	210.13	69	71	1.67	1.75	4,161	3,767	100.17	92.66
12	84.27	80.73	17,846	16,947	211.77	209.91	116	86	1.38	1.07	9,801	8,581	116.31	106.29
13	56.43	54.54	10,365	10,774	183.68	197.53	71	64	1.26	1.17	5,780	5,303	102.42	97.23
14	43.40	42.15	7,054	6,616	162.55	156.97	58	58	1.34	1.38	3,593	2,981	82.81	70.73
Statewide	1,020.70	1,013.48	235,228	235,936	230.46	232.80	1,499	1,268	1.47	1.25	115,535	107,590	113.19	106.16

■ Trend is down (SFY11 compared to 5-year average)

■ Trend is statistically even (+/- 2.5%)

■ Trend is up (SFY11 compared to 5-year average)

Notes:

- *5YrAvg is for SFY06–SFY10
- **SFY VMT is calculated by using 50% of the VMT for each calendar year.
- VMT=vehicle miles traveled
- MVMT=million vehicle miles traveled
- For counties included in each division, please see map on page 29.

Highway Performance Profile: Infrastructure Health Condition Scores

Division	2010 Pavement Conditions			2011 Bridge Conditions	2010 Roadside Features Index
	Interstates	Primary Routes	Secondary Routes		
Color Legend	(70–85%=yellow)	(65–80%=yellow)	(60–75%=yellow)	(55–65%=yellow)	(80–84%=yellow)
1	100.0%	61.8%	61.8%	54.9%	84.6%
2	N/A*	62.4%	58.8%	68.9%	85.4%
3	76.9%	50.8%	65.7%	62.0%	85.1%
4	75.4%	59.7%	70.8%	71.5%	87.4%
5	86.7%	72.1%	62.8%	75.2%	85.7%
6	97.7%	67.3%	77.6%	63.6%	84.5%
7	93.3%	55.7%	68.7%	67.2%	85.8%
8	87.8%	74.6%	72.4%	73.5%	82.5%
9	77.2%	76.5%	68.7%	74.8%	85.5%
10	93.2%	54.7%	67.2%	77.8%	87.1%
11	90.6%	57.8%	64.3%	72.5%	89.1%
12	62.1%	63.9%	67.5%	81.3%	89.9%
13	85.2%	70.0%	63.8%	75.5%	89.3%
14	80.7%	62.1%	59.8%	71.9%	88.4%
Statewide	84.1%	63.3%	66.8%	71.8%	87.1%

Notes:

- Transportation Division 2 does not maintain any interstate mileage. Transportation Division 4 maintains all of Transportation Division 1's interstate system mileage.
- Infrastructure health performance assessments are produced biannually. The next scheduled system-wide performance assessment will occur in 2012.
- Infrastructure health data published in 2010 have been adjusted due to highway route changes during the state fiscal years and target definition modifications.
- Pavement Condition is defined as the percentage of pavement miles in good condition.
- Bridge Condition is defined as the percentage of bridges in good condition.
- Roadside Features is defined as a composite score from 1–100 with 100 being the best.
- In February 2011, NCDOT changed the rating system used for calculating bridge health based on national changes directed by the Federal Highway Administration. While we do not feel the overall condition of our bridges has changed significantly in a year's time, the new rating system led to higher scores for many bridges and an overall higher statewide bridge health score.

In addition to the federal changes, NCDOT is further modifying the bridge rating system to include not only the actual condition of the bridge, but also any weight restrictions included (restricted weight postings for each bridge along our transportation networks). Between 2015 and 2020, \$1.6 billion will be spent on bridge improvement and replacements in North Carolina.

- For counties included in each division, please see map on page 29.

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